Troubleshooting for SmartBoards

|  |  |
| --- | --- |
| Problem | Solution |
| The camera feature of Notebook doesn't work | 1. Download the patch (Fix) from <http://smarttech.com/us/Support/Browse+Support/Download+Software/Software/SMART+software+patches/SMART+software+patches/SMART+software+patches+for+Mac> 2. Activate and restart computer. |
| Notebook quits after 5 minutes on 10.7/Lion | Notebook will work on MAC 10.7/Lion for 5min and then quit unless you disable the automatic save/recover feature of Lion.  Directions:   1. Go to System Preferences 2. Select General 3. Uncheck the box labeled "Restore windows when quitting and re-opening apps". 4. Load Notebook and quit   OR   1. Disable the automatic save/recover for only Notebook. 2. Load up Terminal and enter this in defaults write com.smarttech.SMARTProductUpdate NSQuitAlwaysKeepsWindows -bool false and hit return. 3. Enter this command in terminal too defaults write com.smarttech.ResponseActivation NSQuitAlwaysKeepsWindows -bool false and hit return. |
| Flash won't work in Notebook on 10.7/Lion. | To fix flash problems in Lion/10.7, download and run the [SMART Toolset for MAC](http://downloads.smartmacsupport.com/SMART%20ToolSet.zip). Run the app file within and the Toolset window should pop up.  Once open, you should see a command field where you can type stuff in.  To fix your problem, type in flash995 and run that command.  You may be prompted for credentials when running this command.  Once completed, a window should pop up saying its Completed.   1. Download the patch (Fix) from <http://smarttech.com/us/Support/Browse+Support/Download+Software/Software/SMART+software+patches/SMART+software+patches/SMART+software+patches+for+Mac> 2. Activate and restart computer. |
| Computer desktop doesn't show on SMARTBoard | **You have two options:**   A. Drag any software window that you want to use on your SMARTBoard to the right. As the window disappears off your computer screen it will appear on the SMARTBoard. The advantage of this is that you can check email or PowerTeacher while the students see a Notebook file on the SMARTBoard.   OR You can clone your computer so that it shows exactly the same thing as the SMARTBoard.  1. Click on the apple in the top left corner  2. Click on system preferences  3. Click on displays. Click on the arrangement tab. Check the box to mirror displays. This will clone. Make sure you are using 1024 X 768 (stretched) 85hrtz. |
| How to Orient your SMARTBoard | 1. Orient the Smartboard by holding down the keyboard and mouse buttons that are on the Smartboard pen tray for two seconds. Touch the red X's. It is recommended that you orient at least once a day. 2. Another way to orient is to navigate to Macintosh HD-Applications-SMARTBoard Drivers (or SMART Product Drivers) folder and double-click on the orient icon. The orient icon may also be in the Additional Tools folder. |
| Blinking green SMARTBoard light | 1. Load up System Preferences-SMART Control Panel-Connection Wizard. This should force your steady green light so you can use your SMARTBoard   OR  Double-click on SMARTBoardService icon from Applications-SMART Board Drivers-SMARTBoardservice (or (SMART Product Drivers-Additional Tools). After 30 seconds or less, you should have a steady green light and can use your SMARTBoard.   1. If the SMARTBoard still doesn't work, unplug the SMARTBoard usb cable for 30 seconds and then plug it into a different usb port on the computer. You may have to change the keyboard or mouse to a different usb port. 2. Click on the blue reset button for 10 seconds. This blue reset button is located to the right of the green/red light in the bottom right corner. 3. Restart the computer. 4. Contact a Tech (Tech notes: Update the SMARTBoard Firmware by navigating to Applications-SMARTBoard Drivers-SMARTFirmwareUpdater) and Uninstall SMARTBoard Drivers Only and reinstall latest from <http://www.smarttech.com/us/Support/Browse+Support/Download+Software> |
| SMART Board projected image shakes when used with the computer | 1. Click on the apple in the top left corner 2. Click on system preferences 3. Click on displays. Make sure both windows (iMac and projector) that you are using 1024 X 768 (stretched) 85hrtz or 75hrtz. 4. Turn off air conditioning, fans and any other electronics to see if the electronics or air conditioning unit is affecting the SMART Board. 5. Contact a Tech to see about adjusting the projector. |

|  |  |
| --- | --- |
| SMARTBoard is off a few to several inches after orientation | 1. Change your screen resolution. by clicking on the apple in the top left corner 2. Click on system preferences 3. Click on displays. Click on the arrangement tab. Check the box to mirror displays. This will clone. 3. Make sure you are using 1024 X 768 (stretched) 85hrtz. 4. If the above steps don't work, clicking on the apple in the top left corner and select System Preferences 5. Choose SMART Board Control panel located at the bottom 6. Click on the configure button 7. Select SMART Hardware Settings 8. Choose orientation/alignment Settings. 9. Select Fine (20 points) and click apply/okay. This will make the orientation more accurate. 10. If the SMARTBoard still doesn't work, unplug the SMARTBoard usb cable for 30 seconds and then plug it into a different usb port on the computer. You may have to change the keyboard or mouse to a different usb port. 11. If the above settings don't work, hold in the blue reset button on the right side for 10 seconds and restart your computer. 12. Take a SMART Board pen and draw straight lines vertical and horizontal on your SMARTBoard. If you can't draw straight lines, the SMART Board is shortening out. Contact a Tech(Tech notes: Put a piece of cardboard behind the SMART Board where the line zig zags as well as put nylon washers before and after the screws that hold the pen tray to the wall.) 13. Contact a Tech(Tech notes: Update the SMARTBoard Firmware by navigating to Applications-SMARTBoard Drivers-SMARTFirmwareUpdater) and Uninstall SMARTBoard Drivers Only and reinstall latest from <http://www.smarttech.com/us/Support/Browse+Support/Download+Software> |
| Pens don't work | 1. Uninstall just the SMART Board drivers by navigating to Macintosh HD-Applications-SMART Product Drivers/SMART Drivers folder and run the uninstaller. Download and install the latest SMART Board drivers from <http://www.smarttech.com/us/Support/Browse+Support/Download+Software> 2. Unplug the phone cord located below the pen tray and plug it back into port 1. Take out each pen and eraser and blow hard to clean out the dust that may be preventing the pens from working. 3. Try a different phone cord from a different SMART Board. If the pens now work, then the phone cord needs replaced. Contact a Tech. 4. Try a different pen tray from a different SMART Board. If the new pen tray works but not the old one, a new pen tray needs ordered. 5. If the pen tray or phone cord is bad, Contact a Tech. (Tech Notes: SMART will need the date stamp (13/04/2009) on the bottom of the pen tray and the SMART Board serial number (SB660-R2-????) located on the right. Call SMART at 1-866-518-6791 to order a new one). |
| When you write, you get zigzag lines or heart beats | 1. Move all magnets and electrical devices that are near the SMARTBoard. 2. Unplug the SMARTBoard usb cord for 30 seconds and restart your computer. If the problem continues, contact a Tech. 3. If the above settings don't work, hold in the blue reset button on the right side for 10 seconds and restart your computer. 4. Take a SMART Board pen and draw straight lines vertical and horizontal on your SMARTBoard. If you can't draw straight lines, the SMART Board is shortening out. Contact a Tech. 5. (Tech notes: Update the SMARTBoard Firmware by navigating to Applications-SMARTBoard Drivers-SMARTFirmwareUpdater) and Uninstall SMARTBoard Drivers Only and reinstall latest from <http://www.smarttech.com/us/Support/Browse+Support/Download+Software>) If there are still issues, then it is a electrical grounding issue ([See pdf](http://www2.smarttech.com/kbdoc/1418)) Put a piece of cardboard behind the SMART Board where the line zig zags as well as put nylon washers before and after the screws that hold the pen tray to the wall. |
| Notebook can't open a teacher's files or Notebook won't open | 1. Restart the computer (This problem can be caused by a teacher logging into more than one computer with the same name) 2. Contact a Tech (Tech notes: repair the permissions on the computer as well as on the server). 3. (Tech notes: Delete all the com.smarttech preferences found in the user-library-preferences folder and try copying this file from a good computer and replace it on the bad computer. Mac HD > Users > Shared > Library > Preferences > com.smarttech.Registry.plist) 4. Uninstall and reinstall Notebook/Senteo. First run the [SMART uninstaller](http://www.rockingham.k12.va.us/resources/SMARTUninstaller.zip) .   Download Senteo 1 (for all schools on 10.4).  The latest SMART Notebook for 10.4 can be downloaded from [SMART](http://www.smarttech.com/us/Support/Browse+Support/Download+Software+Internal/SMART+Notebook+Software/SMART+Notebook+10+SP2+for+Mac+with+Drivers+SP5/SMART+Notebook+10+SP2+for+Mac+with+Drivers+SP5/SMART+Notebook+10+SP2+for+Mac+with+Drivers+SP5). After installing, replace the registry plist file with this [registry plist file](http://stylizedunreality.com/SMART/com.smarttech.Registry.zip) in Mac HD > Users > Shared > Library > Preferences folder.  For schools on 10.5 and 10.6:  1. Download the SMART Response 2010 SP1 from <http://www.smarttech.com/us/Support/Browse+Support/Download+Software/Software/SMART+Response+Software/Previous+versions/SMART+Response+2010+software+SP1+for+Mac> |
| Excel has a toolbar that appears that disables copying on multiple sheets | Contact a Tech/ITRT 2. Rename (or delete) the aware app to NOT aware. It is found in SMART Board Drivers (or SMART Product Drivers) folder. Sometimes it is in the additional Tools folder. |
| Notebook has encountered an error in processing program settings. Reinstall Notebook to restore the default settings | 1. Contact a Tech 2. Tech notes: Try copying this file from a good computer and replace it on the bad computer. Mac HD > Users > Shared > Library > Preferences > com.smarttech.Registry.plist 3. If the Notebook is from 2010, Notebook 10.6, you could try putting this [registry plist file](http://stylizedunreality.com/SMART/com.smarttech.Registry.zip) in Mac HD > Users > Shared > Library > Preferences folder. |
| Flash needs to be installed or reinstalled error or  Senteo Flash start button doesn't appear on Notebook page | **Tech notes: for all schools on 10.4**, Senteo 1 requires Flash 10.0. Senteo can't run with Flash 10.1 or later. See directions below for downgrading the flash.  Directions:   1. Quit SMART Notebook and all browsers (Safari, Firefox, etc.) 2. Move these 2 files ( flashplayer.xpt, Flash Player.plugin ) under:Macintosh HD/Library/Internet Plug-Ins/ to the desktop/trash. 3. Download the following package: <http://downloads.smartmacsupport.com/AdobeFlashReplacementPlugin.zip> 4. By extracting this zip file, it will have a folder contain the different release of the Flash plugin. Simply drag these 2 files into the directory Macintosh HD/Library/Internet Plug-Ins/ and Notebook flash interactive items should be back in business.  5. If the teacher needs the updated flash for websites, then you would need to install the latest flash again thus messing up Senteo or put the 2 flash files back that are on the desktop.....   **For schools on 10.5 and 10.6:**  1. Run the [SMART uninstaller](http://www.rockingham.k12.va.us/resources/SMARTUninstaller.zip)  2. Download the SMART Response 2010 SP1 from <http://www.smarttech.com/us/Support/Browse+Support/Download+Software/Software/SMART+Response+Software/Previous+versions/SMART+Response+2010+software+SP1+for+Mac> |
| Avermedia Document Camera doesn't work with the SMART Board | 1. Turn on projector. The usb cable must be connected from your computer to your document camera. 2. Load up Avervision 3. Click on window-Full Screen. Now you can use your SMARTBoard pens to write over anything you have under your document camera. 4. Click ESC key on your keyboard to quit. 5. (Tech Notes: If the above steps don't work, update [Flip4Mac](http://windows.microsoft.com/en-US/windows/products/windows-media-player/wmcomponents) and [Perian](http://perian.org/) video codecs) 6. (Tech Notes: Uninstall Avervision by searching for Aver on the computer. Delete all Aver files. Download and install Avervision software from FirstClass Tech Docs or for 300AF+ document cameras, it can be downloaded from [http://www.averusa.com/presentation/support-avervision.asp#](http://www.averusa.com/presentation/support-avervision.asp) |
| Text doesn't show in Notebook unless the text is double-clicked or in edit mode | Highlight the text and copy it to a new page or a new SMART document |
| Document Camera works but not the computer | Check that the VGA cables that connect the Document camera to the computer and projector are setup correctly.   * The computer should be connected to the IN of the document camera. * The projector should be connected to the OUT of the document camera   See <http://www.rockingham.k12.va.us/howto/projector/documentcamera.htm> for pictures and directions. |
| Text appears upside down | Reinstall the SMART Response software for 10.5-10.6 computers or Senteo 1 software for 10.4 computers. |
| A picture is always taken of my SMART Board screen | Click on the apple in the top left corner  2. Select System preferences  3. Choose SMART Board  4. Select Configure  5. Choose Configure SMART Tools  6. Select Ink Layer Settings  7. Uncheck to always save ink and click ok |
| I want to be able to touch the screen and the ink layer writing disappear without having to close the ink layer | Click on the apple in the top left corner  2. Select System preferences  3. Choose SMART Board  4. Select Configure  5. Choose Configure SMART Tools  6. Select Ink Layer Settings  7. Close Ink Layer with pointer |
| Yellow Notebook paper appears on screen or you want to setup handwriting recognition | Click on the apple in the top left corner and select system preferences  2. Click on the ink icon  3. Uncheck to ink in any application and Uncheck to show ink window and you should be good to go. |